60 Foster Street (Hub) 2020 Annual Agency Profile Mr. Thomas Coyne (508) 453-3402

Worcester, Ma 01608-1305 **General Information Urbanized Area Statistics - 2010 Census** Service Consumption **Database Information** Worcester, MA-CT

81 Pop. Rank out of 498 UZAs Other UZAs Served

0 Massachusetts Non-UZA

Service Area Statistics

866 Square Miles 479,329 Population

304 Square Miles

486,514 Population

10,706,698 Annual Passenger Miles (PMT) NTDID: 10014 2,563,542 Annual Unlinked Trips (UPT) Reporter Type: Full Reporter 9,017 Average Weekday Unlinked Trips Asset Type: Tier II 3,626 Average Saturday Unlinked Trips Sponsor NTDID: 1,314 Average Sunday Unlinked Trips

Assets

Service Supplied Revenue Vehicles 2,631,096 Annual Vehicle Revenue Miles (VRM) Service Vehicles 207,284 Annual Vehicle Revenue Hours (VRH) Facilities 100 Vehicles Operated in Maximum Service (VOMS) Track Miles 144 Vehicles Available for Maximum Service (VAMS) Lane Miles

Modal Characteristics

	Vehicles O	perated						
Modal Overview	in Maximum Service		Uses of Capital Funds					
	Directly	Purchased	Revenue	Systems and	Facilities and			
Mode	Operated	Transportation	Vehicles	Guideways	Stations	Other	Total	
Demand Response	10	48	\$0	\$18,889	\$0	\$0	\$18,889	
Bus	42	-	\$0	\$89,706	\$1,701,086	\$331,996	\$2,122,788	
Total	52	48	\$0	\$108,595	\$1,701,086	\$331,996	\$2,141,677	

Financial Information







Capital Funding Sources

Operating Funding Sources

25.1%



100.0%

126

11

Labor	\$17,773,817
Materials and Supplies	\$1,876,239
Purchased Transportation	\$2,413,442
Other Operating Expenses	\$4,496,890
Total Operating Expenses	\$26,560,388
Reconciling OE Cash Expenditures	\$395,463
Purchased Transportation	
(Reported Separately)	\$0

Service Effectiveness

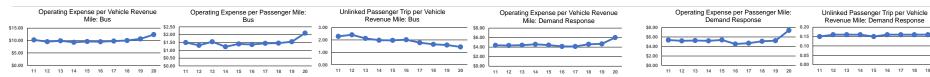
Fixed Guidoway Vehicles Available

Operation Characteristics

operation onaraoteristics								rixeu Guiueway	veriicies Available			
	Operating		Uses of	Annual	Annual	Annual Vehicle	Annual Vehicle	Directional	for Maximum	Vehicles Operated in	Percent Ave	rage Fleet
Mode	Expenses	Fare Revenues	Capital Funds	Passenger Miles	Unlinked Trips	Revenue Miles	Revenue Hours	Route Miles	Service	Maximum Service	Spare Vehicles Age	in Yearsa
Demand Response	\$5,726,650	\$274,945	\$18,889	775,498	141,951	951,388	66,267	0.0	84	58	44.8%	3.9
Bus	\$20,833,738	\$2,042,456	\$2,122,788	9,931,200	2,421,591	1,679,708	141,017	0.0	60	42	42.9%	7.6
Total	\$26,560,388	\$2,317,401	\$2,141,677	10.706.698	2.563.542	2.631.096	207.284	0.0	144	100	30.6%	

Performance Measures Service Efficiency

	Operating Expenses per	Operating Expenses per		Operating Expenses per Passenger	Operating Expenses per	Unlinked Trips per	Unlinked Trips per
Mode	Vehicle Revenue Mile	Vehicle Revenue Hour	Mode	Mile	Unlinked Passenger Trip	Vehicle Revenue Mile	Vehicle Revenue Hour
Demand Response	\$6.02	\$86.42	Demand Response	\$7.38	\$40.34	0.1	2.1
Bus	\$12.40	\$147.74	Bus	\$2.10	\$8.60	1.4	17.2
Total	\$10.09	\$128.14	Total	\$2.48	\$10.36	1.0	12.4



Notes:

^aDemand Response - Taxi (DT) and non-dedicated fleets do not report fleet age data.

Performance Measure Targets - 2021

Performance Measure - Asset Type - Target % not in State of Good Repair

Equipment - Automobiles - 67%

Equipment - Trucks and other Rubber Tire Vehicles - 75% Facility - Administrative / Maintenance Facilities - 0%

Facility - Passenger / Parking Facilities - 0%

Rolling Stock - BU - Bus - 32% Rolling Stock - CU - Cutaway - 52% Rolling Stock - MV - Minivan - 100%